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CHAPTER III

TRAINEE PERFORMANCE

A. Placement and Coordination:

Establishing coordination with fellow departments is very important to ensure the operational runs well. UMN Dormitory coordinates with fellow departments:

1. Housekeeping Department – UMN Dormitory Manager

The Housekeeping department collaborates with UMN Dormitory manager to run UMN Dormitory operations. In order to create a sense of comfort and safety at UMN Dormitory, the Housekeeping Department requires direction from the UMN Dormitory Manager to perform an operation.

2. Housekeeping Department – Engineering Department

The Engineering Department is needed in the dormitory operation. It has a duty and responsibility for the maintenance of the building, for example repairing the broken lamps or broken air conditioners, and repairing electricity.

3. Housekeeping Department – Security Department

The Housekeeping department collaborates with the Security Department to handle the residents' lost items and to provide a sense of security to residents and staff who stay at UMN Dormitory.

B. Job Description

The writer joined the Orientation Day on July 7th 2020 at Dormitory UMN Gading Serpong Tangerang which was held for two days. The Industrial Placement Program itself starts on July 9, 2020. Mrs. Evi as a manager of UMN Dormitory also gave an introduction about UMN Dormitory and gave direction about how to work as a housekeeper at UMN Dormitory. All trainings were invited to see the facilities owned by the UMN Dormitory, and see first hand how it works in the Housekeeping Department.

1. Public Area

The task of housekeeping attendants who are incharged in a public area are maintaining the cleanliness of the UMN Dormitory environment. Below are some of the duties and responsibilities of a public area attendant at UMN Dormitory.

- a. Lobby cleaning. When cleaning the lobby, the housekeeping attendants do cleaning cobwebs, dusting doors, tables, chairs and others, sweeping floors, and mopping floors.
- b. Toilet cleaning. When cleaning toilets, the housekeeping public area attendants do cleaning cobwebs, cleaning toilet walls, toilet glass, washbasins, toilet bowls, and scrubbing toilet floors.
- c. Corridor cleaning. When cleaning the corridor the housekeeping, public area attendants do cleaning cobwebs, dusting doors, tables, chairs, balconies, stairs, sink, clean the window, sweeping floors and mopping floors.

2. Leader

On August 10 to August 21, 2020, the writer got the task as a leader. When assigned as the leader, the writer got the middle work schedule and worked from 10 am to 2 pm. Here are some of the duties and responsibilities as a leader:

- a. Make a schedule for trainees for 2 weeks, and must get approval from the manager and supervisor, after that it is given to other trainees.
- b. Collect KM 3, KM 4, and the presence of each trainee to the manager and supervisor to be signed. The writer as the leader must check carefully on each child, so that no mistakes occurred.
- c. Conduct grooming checks on each trainee, so that each trainee still looks neat like a professional in their field.
- d. As an intermediary, a leader must convey information and input provided by the manager to other trainees, and convey the aspirations and information of the trainees to the manager.

3. Room Attendant

A room attendant must be honest because the room attendant has to ensure the safety and security of the residents belongings during the cleaning process. Following are some of the duties and responsibilities as a room attendant at UMN Dormitory.

- a. When entering an occupant's room, a room attendant must check all parts of the room, for example electricity, lights, water, air conditioning, walls, doors, windows, cabinets, desks.
- b. Record any damage to be reported to engineering by writing in the room repairs log book.
- c. Record occupants' items in the room, so that if there is a loss, the room attendant has proof of residents' property data, cleaning cobwebs, dusting tables, cupboards, the doors, the window glass, wall and floor spotting.
- d. Cleaning cobwebs, cleaning toilet walls, toilet glass, washbasins, showers, toilet bowls, and scrubbing toilet floors.
- e. Sweeping and mopping the floor. A room attendant must be careful in cleaning the room because residents want their comfortable room to be free of dust and dirt.

C. Problem and Solution

In the hospitality industry, problems and mistakes may occur and sometimes, it cannot be avoided. By solving the problems, the writer obtained valuable lessons and learned to avoid further mistakes.

From the past five-months as a trainee in the Housekeeping Department, there are some mistakes and problems that have happened. For example:

1. Due to the lack of equipment provided by the dormitory, a miscommunication occurred between Housekeeping attendants. At one time, the writer borrowed another attendant's equipment while it was still in use. However, the other Housekeeping attendant was quite angry because she was still using it.

Solution:

The solution is to take turns using the equipment and try to find equipment that is not being used.

2. Occupants lost property.

While the writer was doing her job, a guest's item was missing. The item was dishwashing soap owned by residents who live in building C, 2nd floor.

Solution:

The supervisor and manager seek information about lost items from all trainees, staff, and residents. The security helps in finding lost items by looking at evidence of CCTV records on the same day and time when the loss occurs.

3. The writer get used to operate. At first the writer was not able to operate one of the equipment, the scrubbing machine.

Solution:

The writer would ask and learn from the cso staff about how to operate the mentioned equipment, and the writer would finally get used to operate the machine.

4. Working according to the standard intended by the umn dormitory manager. At first the writer was not used to working as hard, as an example the writer was not able to clean 1 level/floor/story, by the next week the writer was able to clean 2, by the end of time, the writer was able to clean 1 building in 1 working day or 4 hours, due to the writer being used to the work flow.

Solution:

The writer passionately kept trying to as maximum as possible. In the end the writer would provide her best services for umn dorm by working as best as possible for this would also meant gaining a new knowledge and experience for the writer.